

Subtotal

# THE HISTORY OF THE

6. The system of claim 5, wherein the service module is configured to pass the control parameters to the communication module as a function call to a COM (Component Object Model) interface.

1           7.     The system of claim 1, wherein the communication module is  
2 configured to communicate with the destination network node over any one of the  
3 following transport facilities: a voice network, the Internet, an electronic mail (e-  
4 mail) network, and a wireless network.

1           8.     The system of claim 1, wherein the communication module is  
2 configured to establish a communication link with the destination network node  
3 based upon the destination node address.

1           9.     The system of claim 1, wherein the communication module is  
2 configured to format the service deliverable produced by the service module in  
3 accordance with an identified node type classification for the destination network  
4 node.

1           10.    The system of claim 9, wherein the communication module is  
2 configured to identify a node type classification for the destination network node  
3 based upon a communication received from the destination network node.

1           11.    The system of claim 9, wherein the communication module is  
2 configured to transmit the formatted service deliverable to the destination network  
3 node.

1           12.    The system of claim 1, further comprising a destination agent residing  
2 at the destination network node and configured to communicate with the  
3 communication module.

1           13.    The system of claim 1, further comprising a second service module  
2 residing on a second server computer remote from the origination network node and  
3 configured to access a second instance of the communication module.

1           14.    The system of claim 12, wherein the first and second service modules  
2 are configured to cooperatively perform respective functions to produce the service  
3 deliverable and to communicate through the respective instances of the  
4 communication module.

